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*To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles County
residents through direct services at
DHS facilities and through
collaboration with community and
university partners.*



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January 10, 2012

TO: Each Supervisor

FROM: *h* Mitchell H. Katz, M.D. 
Director

SUBJECT: **REQUEST TO AMEND AN INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDER TO ASSIST
THE DEPARTMENT OF HEALTH SERVICES (DHS)
WITH THE ASSESSMENT OF AN ELECTRONIC
HEALTH RECORD (EHR) VENDOR PRODUCT**

This is to notify you of my request to the Internal Services Department (ISD) to amend ITSSMA Work Order 7A-2262 with Gartner, Inc. in order to amend the Statement of Work, increase the total maximum dollar amount of the Work Order, and extend the Period of Performance through June 30, 2013. The proposed amendment will increase the maximum amount by \$293,300 from \$642,600 to \$935,900. The objective of this amendment is to allow Gartner, Inc., to continue to assist with selection of an EHR Vendor for DHS.

In accordance with ITSSMA Guidelines, prior notice to your Board is required for projects that exceed \$300,000. Your Board was previously notified of the initial Work Order on October 19, 2009 and on February 22, 2011 regarding the last amendment.

BACKGROUND

Implementation of an EHR within DHS is essential to the improvement of patient care delivery and the quality and efficiency of care required by the American Recovery and Reinvestment Act of 2009 (ARRA), and to avoid penalties for non-compliance with ARRA requirements. Other objectives of the EHR are to support outpatient care restructuring towards health care reform and to improve the DHS position in an increasingly competitive health care environment.

The Work Order to provide strategic planning consulting for the EHR project was initially awarded to Gartner, Inc., based on a competitive ITSSMA solicitation in October 2009. The Work Order was amended in March 2011 to increase the Work Order amount for additional scope in the tasks and deliverables.

Since the inception of this Work Order in October of 2009, Gartner, Inc., has completed the following tasks:

- Assessment of the DHS IT infrastructure and overall DHS readiness assessment
- Performed an initial and supplemental vendor assessment of qualified EHR vendors as compared to DHS requirements for an EHR
- Reviewed and finalized the EHR requirements and selected the best EHR vendor candidates for detailed assessment
- Assisted in the finalization of written challenging scenarios
- Developed the EHR strategy program
- Developed a draft Case For Action document
- Finalized the EHR strategy and Case For Action
- Developed the EHR procurement approach
- Developed relevant documents in support of the Request for Proposals (RFP) released by DHS on November 15, 2011.

The additional funds and time requested in this Work Order amendment will allow for the continued work necessary to complete the procurement process including vendor selection.

SCOPE

This amendment will amend the Scope of Work in the last three Tasks (Task 9-Support Creation of Solicitation Documents, Task 10-Vendor Evaluation, and Task 11-Vendor Selection) to add activities to the Tasks and increase the maximum dollar amount of the respective deliverables to account for the additional Gartner staff time required for each.

JUSTIFICATION

DHS continues to lack sufficient technical resources, body of knowledge, and staff experience levels necessary to effectively complete the RFP process. Gartner, Inc.'s expertise and work product under this Work Order have been extremely valuable to the County project team and their continued engagement will help ensure that DHS successfully concludes the EHR acquisition process.

FINANCIAL IMPACT

Pricing continues to be based on a fixed price per deliverable resulting from the Tasks identified within the scope of work. The proposed amendment increases the total maximum dollar amount of the Work Order by \$239,300 from \$642,600 to \$935,900 and extends the Period of Performance through June 30, 2013. The objective of this amendment is to continue to assist with selection of an

EHR product for the DHS. The funds are currently in the Fiscal Year 2011-2012 DHS IT Final Budget.

NOTIFICATION TIMELINE


Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to proceed with this Work Order. If no objection is received from your Board in ten (10) business days upon receipt of this Board notification, we will request ISD to proceed with the amendment of this Work Order.

If you have any questions or need additional information, please let me know or your staff may contact John Schunhoff, Chief Deputy Director, at (213) 240-8370.

MHK:kh

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

REVIEWED BY:


Richard Sanchez
Chief Information Officer

1-17-12
Date